

BPA Energy Efficiency Weekly Announcements, June 21, 2012

Events

Customer Engagement Call: EE Central Cancellation and Next Steps in Detailed Data Collection -

BPA understands that our recent decision to halt the development of EE Central has left our customers with a variety of questions and concerns. In order to provide a format to address these issues BPA is hosting a customer engagement conference call on June 27, 12:00pm – 1:00pm. During this call, BPA will discuss the drivers that led to the decision to cancel EE Central development and our initial plan for a path forward.

This call will have an informal agenda, but it is primarily intended to be an open forum for customer questions, concerns, and general feedback... [More](#)

Save the Date for the 2013 Energy Efficiency Utility Summit -

BPA has confirmed the date for the 2013 Energy Efficiency Utility Summit. The 2013 Summit will be held on May 14-15, 2013 at the DoubleTree Hotel Portland. More information will be available this fall. Use this link to add the summit to your Outlook calendar... [Add to my Outlook calendar](#)

General

Update: Interim Invoice Process Resources -

BPA has moved the Interim Invoice Process (tools and templates) for utilities to use for recording their conservation measure activities. This information is now located on the Implementation Manual page... [More](#)

Reminder

E Source Report: Measuring Your Customers' Satisfaction with Energy Efficiency Programs -

Do you survey your customers about what they liked best about your EE programs and where there is room for improvement? This short report from E Source finds that there is no one consistent approach. Utilities survey their customers from monthly to annually. They ask how customers learned about the program, their reasons for participation, and satisfaction with various aspects of the program. The report includes a sample survey that utilities may use as a starting point for their own surveys.



Read the report here: http://www.esource.com/members/EDRP-AskES-32/Ask_ESource/EE_Program_Satisfaction

This report is an example of E Source's inquiry service. You ask a question, they answer!

For more information about using E Source's research and inquiry service, including creating a login which you'll need to read the report, [click here](#). Several E Source services are available at no charge to BPA's customers.